

CAREER SUMMARY

Highly motivated and detail-oriented professional with a strong background in customer service, technical support, and IT systems management. Recently earned CompTIA A+ certification, enhancing skills in computer repair, troubleshooting, and IT support. Experienced in diagnosing and resolving hardware and software issues across Windows, Linux, and macOS systems. Proficient in building custom gaming PCs, with in-depth understanding of system architecture and performance optimization. Well-versed in server management, network configuration, and system administration. Fast learner with a passion for new technologies and software, capable of troubleshooting complex issues across diverse operating systems and environments.

AREAS OF EXPERTISE

Customer Service | Technical Support | IT Systems Management | Computer Repair | Troubleshooting | Operating Systems | Network Configuration | System Administration | 3D Modeling | 3D Printing | Home Server Management | Tech Troubleshooting | Software Installation | VPN Setup | System Maintenance | Device Setup

PROFESSIONAL EXPERIENCE

MSL CONSTRUCTION

Handyman

- Provided excellent customer service, assisting with in-home requests and ensuring all tasks were completed to client specifications.
- Managed scheduling, task prioritization, and client communication to meet project deadlines.
- Delivered quality work under tight deadlines while maintaining a clean and organized workspace.
- Supported project teams with communication and logistics, ensuring smooth operations.

San Francisco, CA

Oct. 2021 – Mar. 2025

EDUCATION & TRAINING

Year Up United

Certificate – Helpdesk/Information Technology

- Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
- Completed coursework in Computer hardware, Operating systems, Networking concepts.

San Francisco, CA

Mar. 2025 - Jan. 2026

COMPTIA - A+ Certification

Dec. 2024

TECHNICAL SKILLS

Proficient in Windows, Linux, macOS, Shapr3D, Blender, Autodesk Fusion 360, Docker, Hypervisors, Dropbox, Gmail, VMware, Zoom, Remote Desktop and Microsoft Teams.